## Unregister your ELC account from the Microsoft Authenticator app

If you need to reset your MFA access, change your phone, or simply want to remove the use of MFA, perform the following steps.

## \*\*\*NOTE

Once you have unregistered, you will lose all access to any systems, services that require you to authenticate using MFA.

## Step 1. Unregister your personal device from your ELC account

- From your work's laptop/pc, login to your ELC online account: <u>https://myaccount.microsoft.com</u>
- When prompted, select your account and authenticate as prompted.
- Select Security info in the left menu

𝒫 Security info

- If prompted, select your account again, and authenticator as prompted.
- Click Delete next to your device

Security info				
These	These are the methods you use to sign into your account or reset your password.			
Default sign-in method: Microsoft Authenticator - notification Change				
+ Add sign-in method				
•••	Password	Last updated: 2 months ago	Change	
٢	Microsoft Authenticator Push multi-factor authentication (MFA)	HD1903		Delete

• Your device should now be removed from your account.

## Step 2. Unregister your ELC account from your personal device

- Launch the Authenticator app.
- Ensure you're on the accounts tab.
- Select the account you want to remove.
- Open that account's settings either by tapping the three dots, or the cog wheel.
- Tap Remove account.
- Confirm when prompted.